

ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

PHARMACY SUPPORT SERVICES, 51.0800.20	
STANDARD 1.0 – COLLECT PERTINENT INFORMATION FROM CUSTOMERS/PATIENTS FOR THE PHARMACIST	
1.1	Interview customers/patients for needed information and maintain confidentiality
1.2	Demonstrate courtesy and provide full attention to the customer/patient and/or the physician's office
1.3	Use wording that customers/patients will understand
1.4	Collect accurate information about the customer/patient when receiving a prescription
1.5	Highlight special requests on the prescription
1.6	Document and organize information in an electronic or manual format
1.7	Verify accurate information for prescription refills
1.8	Identify situations when the pharmacist is needed
1.9	Refer customers/patients to the pharmacist when necessary
STANDARD 2.0 –SCREEN PRESCRIPTION/MEDICATION ORDERS FOR COMPLETENESS AND AUTHENTICITY	
2.1	Refer all new prescriptions or changes in prescriptions to the pharmacist
2.2	Use first-person and electronic systems to receive prescription/medication orders
2.3	Assess and secure information for completeness of the prescription
2.4	Screen prescription/medication orders for authenticity
2.5	Identify situations when refills and renewals need to be reviewed by pharmacist
STANDARD 3.0 – PREPARE MEDICATIONS FOR DISTRIBUTION	
3.1	Prepare medications within the scope of practice as documented in the Arizona State Board of Pharmacy laws and regulations
3.2	Follow safety protocols in the preparation of all medications
3.3	Use infection control standards and aseptic technique in the admixture of sterile products

These technical knowledge and skill standards were validated by a Skill Standards Validation Committee on August 13, 2007, and used in the adaptation, adoption, and development of test items for pilot testing in Spring 2009.

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3.4	Admix TPN's, chemotherapy, intravenous solutions, and blood products if within scope of responsibilities
3.5	Prepare and label compound intravenous preparations
3.6	Package the product appropriately using a manual or automated system
3.7	Calculate prescription quantities using a manual or automated system
3.8	Select the correct containers and count the medication using the appropriate equipment
3.9	Affix the appropriate labels to the containers
3.10	Prioritize work to increase productivity and efficiency
3.11	Follow protocol to assemble customer/patient materials related to specific disorders
3.12	Prepare the prescription for a final check by the pharmacist
STANDARD 4.0 – DIFFERENTIATE BETWEEN THE USE AND SIDE EFFECTS OF PRESCRIPTION AND NONPRESCRIPTION MEDICATIONS USED TO TREAT COMMON DISEASES	
4.1	Compare and contrast common prescription and nonprescription medications
4.2	Identify classifications of controlled substances
4.3	Analyze how chemical stability affects the handling and storage of medications
4.4	Apply FDA requirements and guidelines in handling drugs and medications
4.5	Use medical terminology to interpret, transcribe, and communicate information, data, and observations (including sound alike and look alike terms)
STANDARD 5.0 – DISTRIBUTE/DISPENSE MEDICATIONS	
5.1	Follow established protocol to record the distribution of prescribed medications
5.2	Deliver/dispense/distribute the correct medication
5.3	Ensure that a pharmacist is present when a prescription is distributed/dispensed
5.4	Maintain privacy and confidentiality of all customers/patients
5.5	Report all prescription and medication errors to the pharmacist